



FREQUENTLY ASKED QUESTIONS

REGISTRATION FAQs

- What is Popmoney?
 - Popmoney is an innovative personal payment service offered by leading financial institutions that eliminates the hassles of checks and cash. Now, sending and receiving money is as easy as emailing and texting, and you don't need a new account to send or receive money. Just use your current bank/financial institution account.
- How does Popmoney work?
 - Sending Money
 - To send money, log into your online banking account and look for Popmoney.
 - Send money to anyone using their email address or account information.
 - You will be notified when the transaction is completed.
 - Receiving Money
 - When someone sends money to you, you will receive an email or text message.
 - If your financial institution (FI) offers Popmoney, you can log into your account and direct funds there. If your FI does not offer Popmoney, you can provide your account information at Popmoney.com and your money will be sent to that account.
 - If you do not provide your account information, the payment will automatically be returned to the sender's account.
 - Money sent directly to an account will be automatically deposited. No action is required by the recipient.
- What can I use Popmoney for?
 - Popmoney is easy and convenient for you and the people you send money to. They can simply receive the money into their bank account online.
 - The following are just a few of the convenient ways that you can use Popmoney:
 - Send money to your child in college
 - Send gifts to family and friends
 - Reimburse friends for that fun outing
 - Pay your babysitter or lawn care service
 - Pay rent to your landlord or roommates
- Will my account information be shared with the recipient?
 - No, your account information will not be shared with the recipient. The recipient will only see your first name, last name and the message you wrote for the payment. When you send a payment to an email address, the recipient will also see your email address. Similarly, you will not be able to see the recipient's account information.
- Do I need to verify my email address or phone number?
 - Verification of your email address and phone number may be required for security reasons. Entering the correct verification codes ensures that you have access to your email and phone. You may also be asked to verify your mobile phone in the future to send and receive payments.

SENDING MONEY FAQs

- What is required to send Popmoney?
 - Checking Account
 - CPM Anytime Online Banking

- Billpay
- What are the different ways I can send money to someone?
 - You can send money to someone using their email address, mobile number or account information.
 - **Email address:** Your contact will receive an email with instructions on how to direct the payment into his or her account.
 - **Mobile number:** A text message will be sent to the recipient on your behalf with instructions on how to direct the payment into his or her account. You may want to tell your contact that standard message and data rates apply.
 - **Account information (routing number and account number):** The money will be deposited directly into your contact's account. You will also have the option to send an email to your contact.
- When will the recipient receive the funds?
 - This depends on the delivery option selected by the sender. If the sender has selected 3-day or Standard delivery then the recipient will receive the funds three business days after accepting the payment. If the send has selected Next Day or Express delivery then the recipient will receive funds one business day after accepting the payment.
 - If the send does not have an option to select a delivery speed, funds will normally be available to the recipient on the next business day if you are sending money to someone who has used Popmoney and has selected the Automatic Deposit option. Funds will also be available on the next business day if you have provided your contact's account information.
 - In some cases, such as exceeding payment limits, the funds will be available in three business days.
- When will funds be deducted from my account?
 - If payment is made before 7 p.m. Pacific Standard Time (PST) on a business day, the funds will be debited from your account the same day.
 - If payment is made after 7 p.m. (PST) or on a non-business day, the funds will be debited from your account on the next business day.
- Why do I have limits on my payments?
 - For your protection, limits have been created on how much money and how many payments can be sent during various time periods. You can click the help icon next to the Amounts field to view your available limits.
- Why are some of my contact options missing from the "Send Method" drop-down list?
 - For your protection, your contacts' accounts or email addresses in Popmoney may be placed on hold or suspended for various reasons. If this occurs, then you may not send money to these accounts. For example, if you fail verification when attempting to send money to them a hold would result.
- Why am I asked to enter a message to the contact?
 - A personal message helps to give your contact confidence that they are receiving a payment from someone they know. It is also your opportunity to communicate the purpose of the payment.
- What are the fees associated with the service?
 - A fee may be charged for each Popmoney transaction. Fees for the transaction are displayed below the amount field.
- Can I cancel a payment?
 - Yes, you may cancel a payment any time before or on the send date. Your contact will be notified if you cancel a payment after a payment notification has been sent.
- How do I add a contact?
 - There are two ways to add a contact:
 - Click on the Contacts tab and click on the Add Contact button. Enter the required fields and click Save.

- Click on the Add New Contact link in the drop-down list that appears when you click on the “To” field. Enter the required fields on the popup window and click Save.
- Can I send money internationally?
 - No, currently you can only use Popmoney to send money within the United States. If you send a payment to your contact’s email or mobile, your contact will be required to provide a US bank account to receive the funds. Otherwise, the payment cannot be processed and the funds will be returned to your account.
 - Can I create a payment with a future date?
 - Yes, Popmoney allows you to schedule one time or recurring future payments. See sections “Scheduled Payments” below.

INCOMING PAYMENTS AND ALERTS FAQs

- Why don’t I see a payment that I am expecting?
 - If you are expecting a payment and you do not see it in your Incoming Payments, this is most likely because you have not added the email address or mobile number to which the payment was sent. Have you added this email address or mobile number? If not, go to Preferences to add and verify it. Once you are done you will be able to see the payment immediately.
- When will the funds be available in my account after I deposit the payment?
 - Click Activity to view the estimated date when the funds will be available. All payments are available within 3 business days, though some may be available sooner depending on delivery speed and the date that the payment was sent.
- Why am I asked to verify my mobile phone number to deposit a payment sent to my email address?
 - As a security precaution, the sender provided your mobile number when they schedule the payment. You need to verify access to this mobile number in order to confirm your identity and receive the funds.
- If the sender has provided the wrong mobile number or I cannot receive a text message at this phone, what should I do?
 - Please call the sender to edit the mobile number. The sender can edit the mobile number by clicking Activity and editing the transaction.
 - Do not attempt to deposit this payment! The funds will be returned to the sender if you are unable to verify access to the mobile number.
- What is Automatic Deposit?
 - Automatic Deposit is the easiest and fastest way to receive money. It allows you to designate one account into which payments from all participating financial institutions will be automatically deposited. After selecting this option, there is nothing more for you to do. You will be notified of incoming payments by email or text message and all payments will be sent into your selected account. You can edit automatic deposit settings in Preferences.
- Why didn’t Automatic Deposit work for an incoming payment?
 - There are two reasons why automatic deposit may not work for incoming payments.
 - First, the payment might not have been sent to an email address or mobile number in your profile. You can click Preferences to add and verify additional email addresses or mobile numbers.
 - Second as an extra security precaution, the sender is sometimes required to provide your mobile number when they schedule a payment. You need to verify access to this mobile number in order to receive the payment.
- What happens when a payment someone sent me expires?
 - You have ten days from the send date to deposit a payment. When a payment expires, the funds are returned to the sender. After a payment expires, you will have to contact your sender to request another payment if you still wish to receive the funds.

RECEIVED REQUESTS AND INVOICES FAQs

- Where can I find Received Requests and Invoices?
 - All unpaid money requests and invoices are listed in your To Do List in the Overview tab.
- Is there a fee for paying a request or invoice?
 - There is no fee for paying a request or invoice?
- Can I pay an amount different from what is requested?
 - This depends on the type that you have received. If the requester is seeking a fixed amount, you will not be able to change it. If the requester agreed to accept a partial payment, you will be able to change the payment amount on the payment screen. Please note that you can only pay an amount equal to or less than the amount requested. You cannot pay more than the requested amount. Once you make a payment on the request, the request will be closed. You can view this payment in your Activity.
- I do not see any amount for the request. What do I do?
 - The requester has decided to let you choose the amount you would like to pay. However, the maximum amount you can pay may be subject to maximum transaction limits.
- I have paid the request, but the requester is saying he has not received the money. Should I pay again?
 - It takes three business days for the requester's account to be credited after you have made the payment. The requester can check the status of the payment by going to the Activity section of Popmoney.
- What do I do if I do not want to pay the request?
 - You have the option to reject the request. Click on the details of the received request and select the reject option. You have the option to send a message to the requester when you reject the request. Note that if you do not take any action, the request will eventually expire (typically in 30 days).
- I am no longer able to see a request I received. Where can I find it?
 - All requests expire within a specified time (typically 30 days) and will disappear from your list. If you did not pay earlier and would like to pay, the requester will have to send a new request.
- I have already paid the invoice via check. What do I do?
 - If an invoice is paid outside the payment service (e.g. via paper check or billpay), you can manually mark the invoice as paid. This will *move* the invoice from "unpaid" to "paid" which will be reflected in the Activity section within Popmoney.
- I received a Popmoney notification requesting money to my email or mobile. However, I do not see the request in my To Do list. What do I do?
 - If you do not see a Request or Invoice that you are expecting, this is most likely because you have not added the email or mobile number to which the request was sent. Have you added this email address or mobile number? If not, go to Preferences to add and verify it. Once you are done, you will be able to see the request immediately.

RECEIVING GIFT CARDS FAQs

- Where can I ship a gift card to?
 - Gift card orders can only be sent to a valid street address within the United States. Currently we are unable to ship gift cards internationally or to US Territories or PO Boxes.
- When I receive a gift card, how can I use it?
 - A gift card can be redeemed at a specified retailer either at its stores, through their catalog or on their website. For further instructions on redemption, contact the retailer directly.
- How can I tell how much money is on the gift card?

- You can call the retailer directly, or the retailer will often have a website where you can type in your card number and see the available balance on the card. Instructions are printed on the back of the card on how to check the balance. For additional questions or concerns regarding the balance of your card, please contact the retailer directly.

ACTIVITY FAQs

- What are the different payment statuses?
 - **On Hold:** The payment was placed on hold because the sender failed verification when attempting to schedule the payment. Please call 800-877-0821 to remove the hold.
 - **Pending:**
 - If this is a payment you sent, the recipient was notified of this payment. The funds will be withdrawn from your account the next day.
 - If this is a payment you received, the payment is being processed and the funds will be **deposited into your account within three business days.**
 - **Failed:** A payment may fail due to one of the following reasons:
 - The recipient was unable to validate access to the mobile phone as provided by the sender.
 - The funds could not be deposited into the account provided by the recipient.
 - There are insufficient funds in the account to cover the amount of the payment.
 - **Stopped:** The sender stopped the payment after the send date. The funds are returned to the sender's account.
 - **Expired:** The recipient has ten days from the send date to provide instructions on how to deposit the payment. After the payment expires, the funds are returned to senders account.
 - **Completed:** The payment has successfully been deposited into the recipient's account.
- Why did my transaction fail?
 - A payment may fail due to one of the following reasons:
 - The recipient was unable to validate access to the mobile phone as provided by the sender.
 - The funds could not be deposited into the account provided by the recipient.
 - There are insufficient funds in the account to cover the amount of the payment.
- Can I stop a payment after the send date?
 - You can stop a payment any time after the send date if the payment has not been deposited into the recipient's account. To stop a payment, go to Activity and click on the Stop Payment button. You will not see the Stop Payment if the option is no longer available.
- Where do I view and edit future dated payments and recurring payment plans?
 - To view or edit future-dated payments and recurring payment plans, click on the Scheduled Payments table.

SCHEDULED PAYMENTS FAQs

- What are the different scheduled payment statuses?
- Below is a list of all the possible scheduled payment or payment plan statuses and their definitions:
 - **Active:** The payment plan has been scheduled. It will be processed per your instructions when the send date arrives.
 - **Cancelled:** The payment or payment plan was cancelled by the sender.
 - **On Hold:** The payment or payment plan was placed on hold because the sender failed verification when attempting to schedule it. Please call 800-877-0821 to remove the hold.
 - **Pending:** The payment has been scheduled. It will be processed according to your instructions when the send date arrives.
- Can I edit or cancel a future-dated payment?

- Yes, you can edit or cancel a future-dated payment any time before the send date. You can only edit certain fields, which include Send Date, Amount, Subject Line, Personal Message and My Notes.
- You can also stop a payment any time after the send date if the payment has not been deposited into the recipient's account. To stop a payment, go to Activity and click the Stop Payment button. You will not see the Stop Payment button if the option is no longer available.
- Can I edit or cancel a recurring payment plan?
 - Yes you can edit or cancel the next payment any time before the send date or the entire recurring payment plan at any time. For the next payment, you can edit the Send Date, Amount, Subject Line and Personal Message without affecting the rest of the plan. For the entire recurring payment plan, you can edit the same fields as well as the Frequency and Duration.

CONTACTS FAQs

- What is the difference between adding a contact's email address or account?
 - The information you provide on a contact determines how the payment you send to them will be processed and how he/she will be notified.
 - Email address: Your contact will receive an email with instructions on how to direct the payment into his or her account.
 - Account information (Routing and Account Number): The money will be directly deposited into your contact's account. You will also have the option to send an email to the contact.
- Why are my contact's email addresses or accounts suspended or on hold?
 - For your protection, your contact's email addresses or accounts in Popmoney may be placed on hold or suspended for various reasons. For example, if you fail verification when attempting to send money to them it would result in a hold. Please call 800-877-8021 to remove a hold or suspension.

PREFERENCES FAQs

- What is a primary email address?
 - Your primary email address will be used for all communications between Popmoney and you.
- Why would I want to add multiple email addresses or mobile numbers that I own?
 - By adding multiple email addresses or mobile numbers, you can choose to receive payments made to any of them. For example, this is helpful for individuals who have separate email addresses or mobile numbers for personal friends and work colleagues.
- What is Automatic Deposit?
 - Automatic deposit is the easiest and fastest way to receive money. It allows you to designate one account into which payments from all participating financial institutions will be automatically deposited. After selecting this option, there is nothing more for you to do! You will be notified of incoming payments by email or text message and all payments will be sent into your selected account. You can edit automatic deposit settings in Preferences.
- Why is there an exception to my Automatic Deposit setting?
 - You can access Popmoney at multiple locations. If you have enabled automatic deposit for the same email address or mobile number at more than one location, then the most recent automatic deposit setting will be in effect, overriding the previous automatic deposit setting associated with that particular email address or mobile number.

